

## **CCC Honored with Customer Service Department of the Year Distinction by the Best in Biz Awards 2021 International**

**September 2, 2021 – Danvers, Mass.** – [CCC](#), a leader in advancing copyright, accelerating knowledge, and powering innovation, has been named a silver winner in the [Customer Service Department of the Year](#) category in the [Best in Biz Awards 2021 International](#).

Winners in the 9th annual program were determined based on scoring from an independent panel of judges hailing from a wide spectrum of top-tier publications and media outlets from 10 countries. Each year, only editors, writers and contributors to business, consumer, financial, trade and technology publications, as well as broadcast outlets and analyst firms, serve as judges in Best in Biz Awards. The program's uniqueness stems, in part, from this distinct composition of its judging panels, enabling it to best leverage the judges' unparalleled expertise, experience and objectivity to determine award winners.

This year's judging panel included writers and contributors to such publications as Bloomberg News, Data Breach Today, HTMAG (Israel), Huffington Post, NDR (Germany), Panorama Magazine (United Arab Emirates), Small Business IT (Canada), TechRadar (UK), as well as other outlets from Brazil, Canada, India, United Kingdom and more.

"At CCC, customer service is a company-wide responsibility that challenges every member of our team to put ourselves in the customers' shoes," said Tracey Armstrong, President and CEO, CCC. "This prestigious international award reflects how the voice of our customers is at the forefront of everything we do."

Earlier this year, CCC won a silver Stevie® Award for Customer Service Department of the Year in the 15<sup>th</sup> annual [Stevie Awards for Sales & Customer Service](#) and Tom Ogier, Director of Client Engagement and Solutions, was named a silver winner for Customer Service Executive of the Year in the 2020 [Best in Biz Awards](#).

### **About CCC**

A pioneer in voluntary collective licensing, [CCC](#) (Copyright Clearance Center) helps organizations integrate, access, and share information through licensing, content, software, and professional services. With expertise in copyright and information management, CCC and its subsidiary [RightsDirect](#) collaborate with stakeholders to design and deliver innovative information solutions that power decision-making by helping people integrate and navigate data sources and content assets.

### **About Best in Biz Awards**

Since 2011, Best in Biz Awards has made its mark as the only independent business awards program judged each year by a who's who of prominent reporters and editors from top-tier publications from North America and around the world. Best in Biz Awards honors are

conferred in two separate programs: North America and International, and in more than 90 categories, including company, team, executive, product, and CSR, media, PR and other categories. For more information about the International program, see:

<http://intl.bestinbizawards.com>.

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